



STATE OF MONTANA
DEPARTMENT OF JUSTICE
BOARD OF CRIME CONTROL

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Montana Board of Crime Control Agency IT Plan

IT PLAN UPDATE FOR FY2010 - FY2015

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Executive Summary

The Montana Board of Crime Control (MBCC) is pleased to have the opportunity to present its IT Plan. There are currently a number of projects underway to enhance its information technology systems. These applications and databases have become critical players in the process of supporting our mission. Several major custom applications have recently been implemented. MBCC is proud of the success of these systems and is currently looking at several additional enhancements.

Our Grant Management Information System (GMIS) is a great success. It tracks and automates most of the grant management activities within the agency. It has been recently enhanced to provide better access for external customers. Our National Incident Based Reporting System (NIBRS) has put Montana at the forefront of state crime data collection. We are very excited about upcoming opportunities to add Indian Lands crime statistics to our database. MBCC has recently completed the procurement of a new NIBRS repository application to replace an aging repository system. This is a highly automated system that will better utilize our NIBRS subject matter experts and analysts time. It will also provide a web based data input tool that will be available at no cost to tribal and other small agencies who do not currently report crime statistics.

MBCC has completed the procurement phase of a 2009 EPP item to make the NIBRS information even more accessible to law enforcement and the public through a sophisticated web statistical analysis interface. We are excited to be entering the implementation phase of this very powerful and flexible reporting tool.

MBCC has implemented a Juvenile Detention Reporting System (JDRS) that improves oversight and management in this very important area. Last legislative session MBCC had an EPP item to provide funding for maintenance and user interface fees for this system.

The Board has also replaced an aging Victim Services Tracking System with a state of the art web based application. This will improve the ability of local victim service agencies to track the services they provide and has greatly enhanced compliance reporting.

MBCC continually works with its partners in the field and other states to review and analyze its use of technology to ensure that it employs cost effective, and well received IT solutions.

Section 1: Agency Contact Information

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Role: Plan Owner

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Section 2: Agency IT Mission

2.1 Agency IT Mission Statement

The Montana Board of Crime Control's mission is to pro-actively contribute to public safety, crime prevention and victim assistance. It accomplishes this mission through planning, policy development, and coordination of the justice systems in partnership with citizens, government and communities.

Through the Board's grant allocation and research and analysis programs, the Board plays an important role in shaping the IT environment of state and local criminal and juvenile justice systems.

Section 3: Agency Security Program

3.1 Security Program

The Montana Board of Crime Control (MBCC) takes security seriously. It has an information security program that is compliant with MCA 2-15-114.

Workstation and Network Security

Individual workstation/network security is provided by Montana Windows Active Directory membership and Montana Netware eDirectory membership for all users and computers. These directories and the network over which they run are owned and managed by the Department of Administration, Information Technology Services Division (DOA ITSD).

Database Servers

MBCC owns a Netware file and print services server that is also managed by DOA ITSD. MBCC owns and manages two database servers. It utilizes user specific access security for all server access.

Backup and Recovery

Nightly backups of all data and user files are stored to tape. The tapes are stored in a fire safe. An additional backup of all critical files is performed to encrypted portable hard drives twice per week and taken offsite. Periodic test restores are performed.

Virus Scanning and Patching

All MBCC workstations, laptops and servers utilize state standard ESET NOD32 virus scanning software. Workstations and servers automatically receive current Windows patches from the DOA ITSD WSUS patching network. Laptops also utilize NOD32 and are manually patched on a regular cycle.

Section 4: Agency IT Plan – Goals & Objectives

4.1 Goals

Goal Number 1:

ITG 1 Provide IT support for the process of making critical grant funding available to Montana public safety agencies.

Description: Provide IT support for the process of making critical grant funding available to Montana public safety agencies.

Benefits: The Montana local, state and private nonprofit agencies who are the primary recipients of the grants benefit from better information availability and easier grant application and monitoring processes.

Support of the State IT Strategic Plan: This supports Goal 3, to create quality jobs and a favorable business climate, by providing additional money to local economies. It also supports Goal 3, to create quality jobs and a favorable business climate.

Supporting Objective/Action

ITO 1-1 Continue to support the Grant Management Information System (GMIS)

Business requirements: Provide efficient state-of-the-art processes for the grant management programs

Benefits: Greater information sharing and efficiency for grantees and MBCC staff.

Risks: Potential unavailability of automated systems during critical periods of time

Risks: Potential unavailability of automated systems during critical periods of time. Lack of participation by local agencies.

Timeframe: Ongoing

Critical success factors: High availability, complete information, user reported ease of use.

Supporting Objective/Action

ITO 1-2 Enhance the GMIS System with OSAS (Online SubGrant Application System and GWIS (Grant Web Information System)

Business requirements: Continue to enhance the automation of the grant management process.

Benefits: Better availability of grant information to grantees and program managers.

Risks: Potential unavailability of automated systems during critical periods of time.

Timeframe: Ongoing

Critical success factors: High availability, complete information, user reported ease of use.

Goal Number 2:

ITG 2 Improve the overall quantity, accuracy and availability of Montana crime activity and detention data. Continue to improve the reporting to federal agencies, such as federal grantors and the FBI.

Description: MBCC maintains a number of database systems that collect and disseminate Montana juvenile and adult crime information, detention center information and law enforcement personnel information.

Benefits: Ability to provide adult and juvenile crime statistics to Montana agencies and the FBI.

Support of the State IT Strategic Plan: This supports Goal 2, to implement common business applications and shared services across governmental units. MBCC has implemented a common collection system throughout Montana for crime data.

Supporting Objective/Action

ITO 2-1 Continue maintaining and enhancing MBCC crime data collection systems. These include National Incident Based Reporting System (NIBRS), Juvenile Detention Tracking System (JDRS), Indian Lands Crime Data Collection, Drug Task Force Crime Data Collection, Juvenile Offense Statistical Data (CAPS & JCATS), Adult Detention Center System, Law Enforcement Manpower Database, Victims of Domestic and Sexual Violence database (PDQ) .

Business requirements: Continue to collect and analyze adult, juvenile and victim crime statistics to Montana agencies and the FBI. Continue to collect and analyze detention center information

Benefits: Ability to provide adult crime, juvenile crime, victim and detention statistics to Montana agencies and the FBI.

Risks: Potential unavailability of automated systems during critical periods of time. Lack of participation by local agencies.

Timeframe: Ongoing

Critical success factors: High availability, complete information, user reported ease of use, continuing certification from the FBI.

Goal Number 3:

ITG 3 Leverage current technologies to provide knowledge sharing opportunities for Montana public safety agencies.

Description: The MBCC provides and supports many web sites, publications and conferences that provide information about and encourage the sharing of important public safety information.

Benefits: All Montana public safety agencies and many other state and federal agencies benefit from enhanced availability of this information.

Support of the State IT Strategic Plan: This supports Goal 1, to involve communities of interest with common and/or related business objectives in information technology strategic planning. MBCC coordinates and is involved in many statewide planning and knowledge sharing committees, conferences and workshops that help to coordinate IT and other activities between Montana law enforcement agencies.

Supporting Objective/Action

ITO 3-1 The Crime in Montana Publication

Business requirements: To provide crime statistics to Montana and other agencies.

Benefits: All Montana public safety entities and many other state and federal entities utilize this information for the process of analyzing crime. This ultimately leads to improved crime prevention capabilities in Montana.

Risks: That the information would be incomplete due to non-participation from agencies or computer system issues, or MBCC resource issues.

Timeframe: Yearly

Critical success factors: Complete statistical information. Accurate and useful analysis of the information. Positive response from the consumers of the publication.

Supporting Objective/Action

ITO 3-2 Continue maintaining and enhancing the MBCC public web site with Montana crime data and information.

Business requirements: To provide easy access to Montana crime data and other public safety related information.

Benefits: Provides an easily accessible avenue to disseminate important public safety data.

Risks: That the information would be incomplete due to non-participation from agencies or computer system issues, or MBCC resource issues.

Timeframe: Ongoing

Critical success factors: The Web interface is easily accessible and valuable to users. Assessment is through user feedback.

Supporting Objective/Action

ITO 3-3 Provide IT support for public safety conferences.

Business requirements: To encourage knowledge sharing between Montana public safety agencies.

Benefits: Increases overall knowledge sharing and networking within the Montana public safety community.

Risks: Potential low participation due to complicated or inaccessible sign up procedures.

Timeframe: Ongoing. Several per year.

Critical success factors: Positive feedback from attendees.

Goal Number 4:

ITG 4 Continue to enhance the efficiency and effectiveness of Board of Crime Control staff through the improved delivery of technology in-house.

Description: Provide up to date and cost effective computer hardware and software to MBCC staff.

Benefits: This contributes to the ability of staff to perform work tasks efficiently and effectively.

Support of the State IT Strategic Plan: This supports Goal 2, to implement common business applications and shared services across governmental units. MBCC leverages state and industry standard technology to enhance and improve in-house technology and works closely with DOA ITSD in providing IT support and services where appropriate. This also supports Goal 4, to protect individual privacy and the privacy of information contained within IT systems. MBCC makes use of standard security measures to ensure that confidential information is not compromised.

Supporting Objective/Action

ITO 4-1 Maintain MBCC desktop workstations at current technology levels.

Business requirements: Utilize cost effective current technology to enhance work efforts.

Benefits: The advantages of current technical capabilities will be realized. MBCC will be current with state standards to enhance information exchange with other agencies.

Risks: MBCC should not adopt technology until it is proven reliable and stable.

Support of the agency IT goal: Improve the use and availability of technology.

Timeframe: Ongoing

Critical success factors: MBCC staff has access to the latest cost effective hardware and software.

Supporting Objective/Action

ITO 4-2 Provide data and desktop security through pro-active security protection and regular monitoring.

Business requirements: Utilizes technology to improve overall staff performance.

Benefits: Increases availability and reliability of technology. Protects confidential files and data from unauthorized use.

Risks: The potential of viruses, adware, spyware and other malicious programs to disrupt computer use.

Timeframe: Ongoing

Critical success factors: Computer systems are kept free of malicious programs. Confidential data is kept secure.

Supporting Objective/Action

ITO 4-3 Provide redundant backup and restore capabilities for all agency data and files.

Business requirements: Provide continuity of business in the event of data loss, caused by human error, system failure or natural disasters.

Benefits: Continuity of business.

Risks: Failure in this area could result in critical data or computer file loss.

Support of the agency IT goal: Technology is stable and always available.

Timeframe: Ongoing

Critical success factors: Data restore tests are completed successfully. Backup system auditing reveals no problems.

Section 5: IT Initiatives (FY2010 – FY 2015)

5.1 IT Initiatives

Initiative 1 - Title:

Description:

EPP Number (if applicable):

Section 6: Enterprise Alignment

6.1 State Strategic Plan for IT Alignment

Please indicate which Communities of Interest your agency plans to be involved in. Agencies are asked to select at least one, but can select as many as needed. Further planning work by the communities of interest will take place following submission of agency IT plans.

- ☐ Government Services
- ☒ Public Safety
- ☐ Human Resources
- ☐ Environmental
- ☐ Education
- ☐ Economic
- ☐ Cultural Affairs
- ☐ Finance

Section 7: Expenditures

7.1 Planned Agency IT Expenditures

<u>Expense Category</u>	<u>FY2010</u>	<u>FY2011</u>	<u>FY2012</u>	<u>FY2013</u>	<u>FY2014</u>	<u>FY2015</u>
Personal Services	80,400	82,800	85,300	87,900	87,900	87,900
Operating Expenses	319,407	208,415	231,383	235,389	235,394	235,399
Initiatives	0	0	0	0	0	0
Other expenditures	0	0	0	0	0	0
Totals	\$399,807	\$291,215	\$316,683	\$323,289.	\$323,294.	\$323,299.

MBCC will experience a significant increase in DOA ITSD services costs starting in FY2011. All of MBCC's application, database and file/print servers are scheduled to move to DOA hosting. Also there are significant increases in many of DOA ITSD's costs (e.g. web hosting and Citrix support).

Section 8: Enterprise IT Inventory

8.1 Inventory Update

Has the Agency updated their IT Inventory Database as outlined in Section 8 of the instructions? Yes

Date that Agency last updated their IT Inventory: 4/2/2010

Section 9: Additional Information - Optional